



SHEBEER THAJUDEEN



PROFILE

Highly skilled & Professional IT Engineer with more than 11 years of UAE experience in various fields such as MOHAP, Retail, Hospitality, Real Estate, Construction etc.

CONTACT

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ACADEMIA

Master of Computer Applications
MK University, India

Bachelor's Degree
Kerala University, India

Diploma in Computer Applications
CDAC, India

Microsoft Certified Azure Administrator Associate

PROFESSIONAL EXPOSURE

IT Engineer - MOHAP, UAE - Client of CNS, Dubai
Jan 2020-till date
Reporting to Head of IT

IT Administrator- Synergy Project Management, Dubai
April 2019-December 2019
Reported to CEO

IT Executive- Landmark Group, UAE
November 2014-September 2018
Reported to Head of IT

IT Support- Emke Group, UAE
May 2010-September 2014
Reported to Regional IT Manager

SKILLS

- IT System Administrator
- Microsoft Azure Administrator
- IT Asset Management
- IT Service Desk Operations
- O365 Implementation & Support
- Cost Management
- AD Administration
- Network Support
- Enterprise Support [MAC & Win]

KEY ACHIEVEMENTS

- Employee of the Month, November 2020- MOHAP, UAE.
- Best IT Performer Award 2017- Landmark Group, UAE
- Best IT Support Engineer 2013- Emke Group, UAE
- Implemented O365 Project in Splash, Landmark Group.
- IT Asset Management project with RF ID has been done in Splash, Landmark Group.

LANGUAGE

English
Hindi
Tamil
Malayalam

ROLES & RESPONSIBILITIES

- Providing technical support, identifying the problem, incidents with their subsequent resolution.
- Active Directory Administration.
- Office 365- Planning, implementing, Configuring and Support.
- Identifying and analyzing the existing systems and understanding the new requirement and processes.
- Configuration of Switches, Router, Firewalls, Access Points, File Servers.
- Avaya IP Phone Management.
- Handling CCTV, Door Access Controls, Biometric, Interactive Screens & other Computing equipment's.
- Identifying and analyzing the existing systems and understanding the new equipment process.
- Troubleshooting Network Issues.
- Creating user accounts and performing accesscontrols.
- Providing the key support for Mails, G-Suites, Rackspace.
- IT Service Desk Administration.
- IT Asset Management

PERSONAL INFO

Nationality: Indian
Passport No: S9499040
Gender: Male
Marital Status: Married
UAE Driving License: YES
Notice Period: 30 Days

- IT Procurements
- IT Vendor Management
- IT Infrastructure Design & Administration
- Print Server Management
- Monitoring & Maintaining Networks
- Implementing Security Protocols and procedures to prevent potential threats.
- Developing Data retrieval and recovery procedures.
- Responsible for capacity, storage planning and database performance.
- Troubleshoot hardware software errors by running diagnostics, documenting problems and resolutions, prioritizing problems and assessing impact of issues.
- System Monitoring, Disk Maintenance, backup, archives.
- Data migration & Validation.

CERTIFICATIONS

Microsoft Certified Azure
Administrator Associate.

Completed SCCM for Beginners

I hereby solemnly swear
that the above information's are true to the best of my
knowledge.

Shebeer Thajudeen